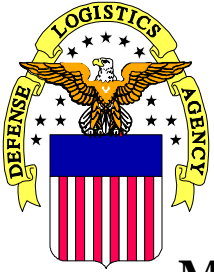


DCMC Metrics Evolution - 1997

Joint CAS Executives

30 July 1998



RIGHT ADVICE

Metric: Increase participation in ASPs and RFP Development

Feeders: Repeat Requests for Early CAS, Preaward Timeliness, SPI, ALERTS information

- **EARLY CONTRACT ADMINISTRATION SERVICES**
 - **CONTINUOUS GROWTH IN ASP & RFP PARTICIPATION - 20% Increase**
 - **FY 97/FY 98 GOAL IS 10 PERCENT INCREASE IN ASP AND RFP REPEAT REQUESTS BASED ON PREVIOUS YEAR'S RESULTS. ON TARGET TO EXCEED FY 97 GOAL.**
 - **EXPANDING MARKETING EFFORTS**
- **PREAWARD SURVEY TIMELINESS**
 - **AVERAGE HAS EXCEEDED FY 97 GOAL OF COMPLETING 80 PERCENT ON TIME.**
 - **FY 98 TENTATIVE GOAL IS 85 PERCENT.**
- **SINGLE PROCESS INITIATIVE - BRIEFED SEPARATELY.**
- **DELAY FORECAST COVERAGE AND ACCURACY**
 - **WE WILL BE TRACKING THESE WHEN ALERTS IS FULLY DEPLOYED.**
 - **ALERTS DEPLOYMENT ON GOING WILL BE COMPLETE IN DECEMBER 1997.**



RIGHT ITEM

**Metric: Increase by 5% the # of conforming items (laboratory tested)
JAN '97 to JUN'97 - Six month average is 96%**

**Feeders: Design Defects, Packaging Discrepancies, Adopted
Software Recommendations, and Excess Sorties (NEW)**

LESSONS LEARNED - KEY CHANGES

Conforming Items: add additional data sources (material receipts)

Software - shift from earlier phases to code & unit test phase and beyond

Design Defects - revised to exclude Improvement ECPs

Improvements made based on field feedback



RIGHT TIME

Metric: Increase by 5% the number of CLINS delivering to the original delivery schedule

Feeders: Various cycle times. (CPL, ECPs, Shipping Documents, Sched Slips)

DEC 96 to JUN 97 - DELINQUENCY RATE REDUCED FROM 30 % to 20%

- Much improvement from purifying database
- Surveillance is the **KEY**
 - Heavy emphasis at all Command levels
 - Internal Assessment Team Focus

LESSONS LEARNED - *KEY DRIVERS*

- Selection of Contractor - Good Performer ?
- Realistic Delivery Date
- Good Technical Data Package
- Well planned/conducted surveillance

NEED HELP FROM CUSTOMERS ON FIRST 3 DRIVERS



RIGHT PRICE

- **COST SAVINGS AND AVOIDANCES**
 - **FY 96 \$4.7B, ROI RATIO 4.41.**
 - **FY 97 RATIO GOAL 4.85 (FY 96 ROI RATIO + 10 PERCENT).**
FY 97 TO DATE \$3.0B, ROI RATIO 4.39.
 - **FY 98 GOAL, FY 97 RESULTS + 5 PERCENT.**
- **UNDEFINITIZED CONTACT ACTIONS**
 - **OVERAGE NUMBERS DOWN FROM 1908 (31 PERCENT) TO 1156 (25 PERCENT) TO DATE FY 97.**
 - **PROJECTING 600 AND 15 PERCENT AT END OF FY 97.**
- **FPRA_s - FY 97 COVERAGE AT 68 PERCENT**
 - **ANTICIPATE INCREASED DIFFICULTY IN ESTABLISHING FPRA_s BECAUSE OF MERGERS AND ACQUISITIONS, AND ROLL FORWARD ISSUES.**
 - **FY 98 MINIMUM GOAL 65 PERCENT, RECOMMEND 100 PERCENT COVERAGE, IF FPRA CANNOT BE ESTABLISHED HAVE FULLY SUPPORTED FPRR.**
- **OPEN OVERHEAD NEGOTIATIONS**
 - **FY 97 BACKLOG REDUCED FROM 1300 YEARS TO 1126.**
 - **FY 98 GOAL ELIMINATE BACKLOG.**



RIGHT EFFICIENCY

Metric: TBD

LESSONS LEARNED

- Gross unit cost assists in budgeting but...
- Need to be able to price “discrete” services and accurately cost for same
- Unit Cost development underway



RIGHT RECEPTION

Metric: Customer Rating (PMs/PCOs and Logistics Managers/PCOs)

Feeders: Trailer Cards, Service Standards

- Performance stable
- Still give individual attention to less than complimentary feedback from monthly surveys

LESSONS LEARNED

- Need to involve customers more in:
 - Systematic performance review
 - Metrics validation
 - Cooperative improvement efforts